Digital Transformation Discovery

VP Finance & Operations | UBC
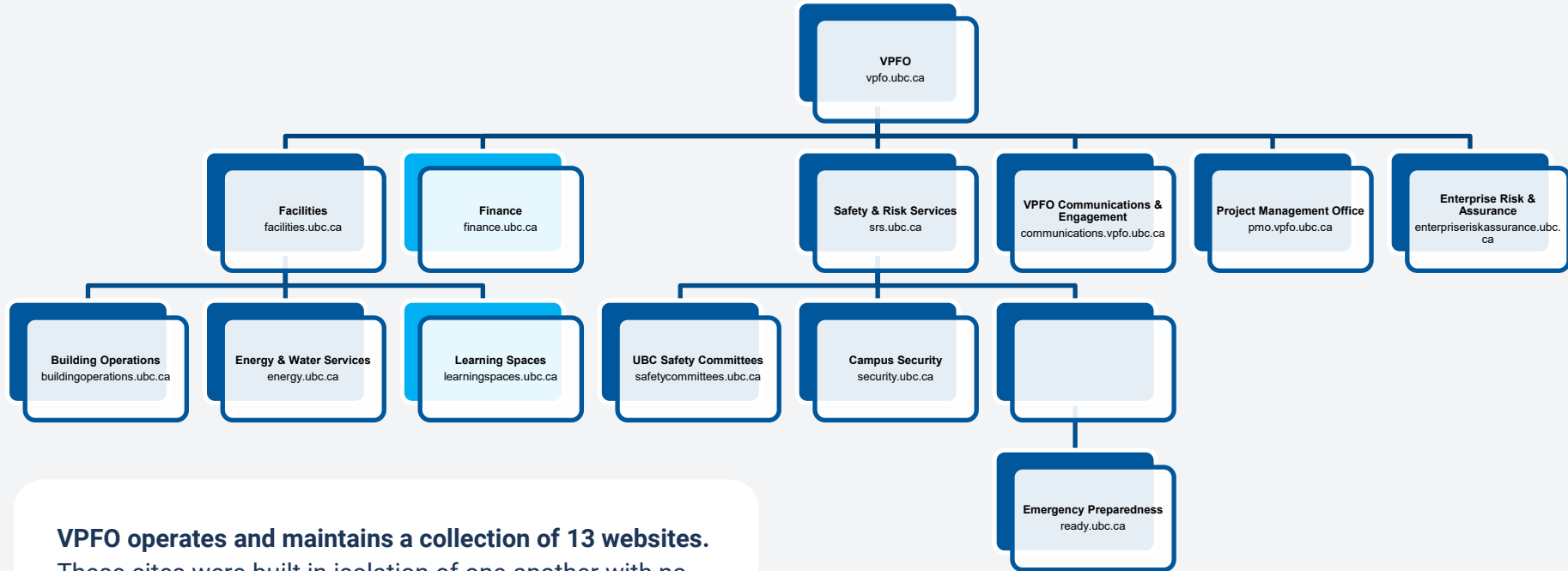
To transform VPFO's digital ecosystem into a cohesive, streamlined set of tools where audiences can effectively do the business of the university.

Current State Ecosystem

VPFO operates and maintains a collection of 13 websites. These sites were built in isolation of one another with no unifying UX or technical strategy having been defined.

A clear digital strategy is required to build a solid foundation for VPFO.

Research Activities

We wanted to know:

1. The purposes, challenges, and needs of VPFO's divisions

2. Who the audiences are for VPFO's services

3. The tools and technologies being used

4. What tasks your audiences are most interested in

Research Conducted:

1. **Stakeholder Interviews**

2. **Content Audit**

3. **Technical Audit**

4. **Comparative Analysis**

5. **User Engagement Survey (Top Tasks)**

Central Themes

At the end of research, a handful of themes emerged as core contributors to the issues we see today.

Content Quality

Bloated Ecosystem

Complex Tech Stack & IT Structure

Inefficient Information Management

Inconsistent UI Design Patterns
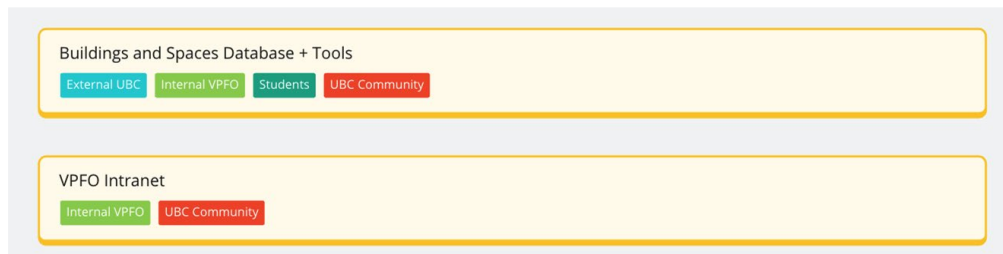
Future State Vision

Future State

6 Websites

- 13 websites consolidated to 6.
- All sites built in UBC CMS with Gutenberg.
- Task-focused, user-focused
- Enterprise Risk and Assurance TBD

2 Systems

- New systems being added to the VPFO to address existing issues.

VPFO vpfo.ubc.ca
External UBC Internal VPFO
UBC Community

Finance and payroll

Finance
finance.ubc.ca
External UBC Internal VPFO
UBC Community

Buildings and spaces

Facilities
facilities.ubc.ca
External UBC Internal VPFO
UBC Community

Learning Spaces
learningspaces.ubc.ca
External UBC Internal VPFO
Students UBC Community

Safety and security

Safety and Risk Services
srs.ubc.ca
External UBC Internal VPFO
UBC Community

Campus Security
security.ubc.ca
External UBC Internal VPFO
Students UBC Community

Buildings and Spaces Database + Tools
External UBC Internal VPFO Students UBC Community

VPFO Intranet
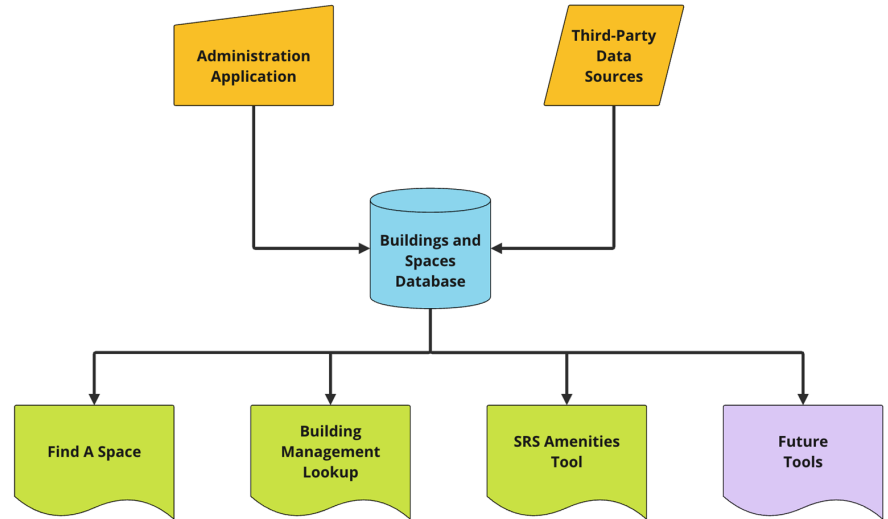Internal VPFO UBC Community

Centralized Database

Building and Spaces data used on the current websites is managed in silos (on individual websites) and inconsistent.

We want to merge the structure and data of:

- Find A Space

- Building Management Lookup
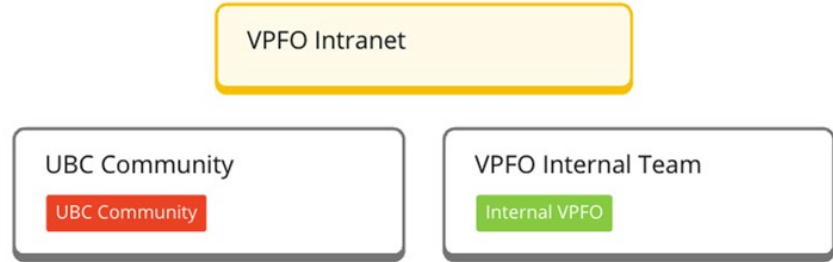
- SRS Amenities / Assets

In order to:

1. Improve management, consistency and integrity.

2. Make data centralized & accessible for multiple audiences.

3. Create a variety of tools using the same data.
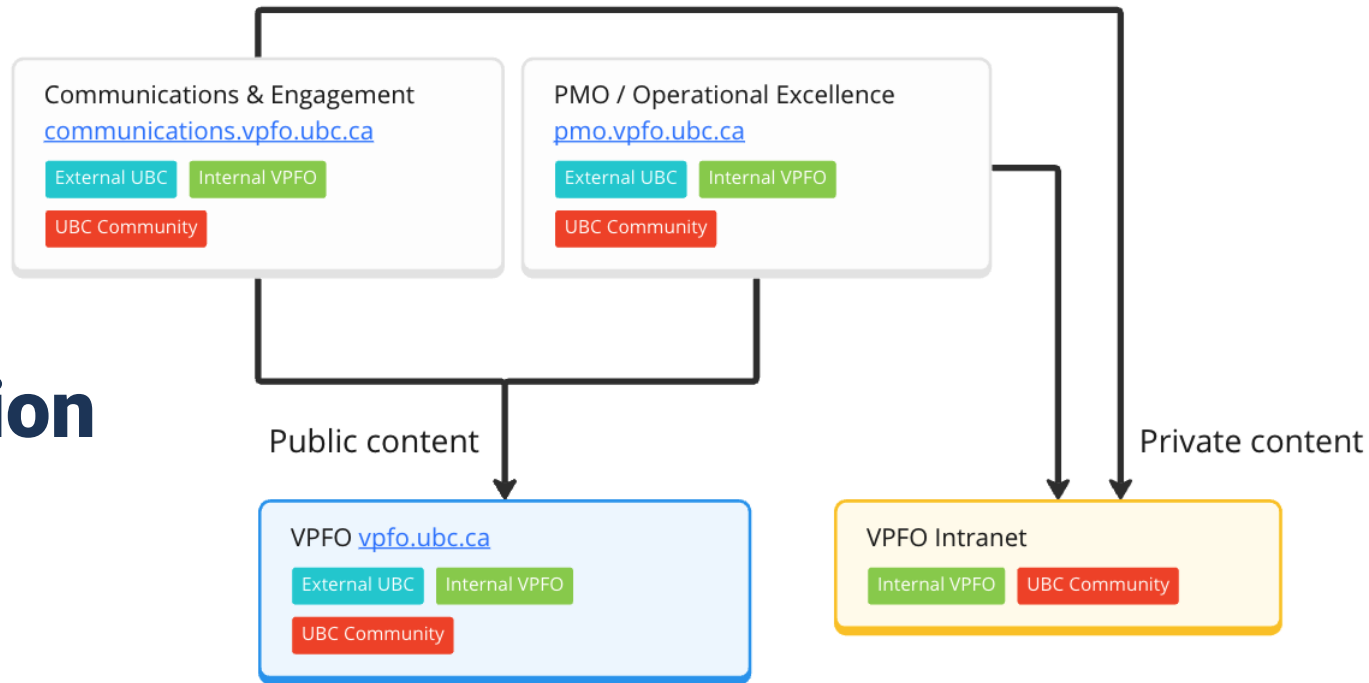
VPFO Intranet

Purpose

To consolidate and centralize internal-facing guides, processes, procedures, and documentation for two audiences: **UBC Community** and **Internal VPFO**.
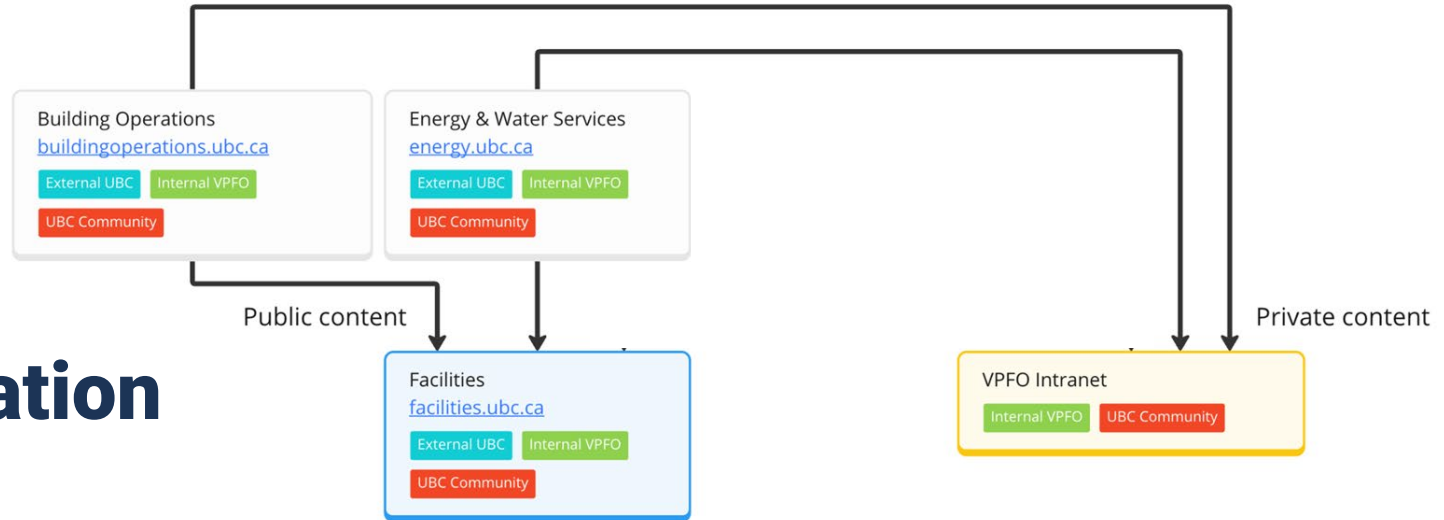
VPFO Consolidation Plan

Sunsetting Domains

Content to be absorbed into VPFO and the VPFO Intranet.

Communications & Engagement
communications.vpfo.ubc.ca

External UBC   Internal VPFO
UBC Community

PMO / Operational Excellence
pmo.vpfo.ubc.ca

External UBC   Internal VPFO
UBC Community

Public content

Private content

VPFO vpfo.ubc.ca

External UBC   Internal VPFO
UBC Community

VPFO Intranet

Internal VPFO   UBC Community
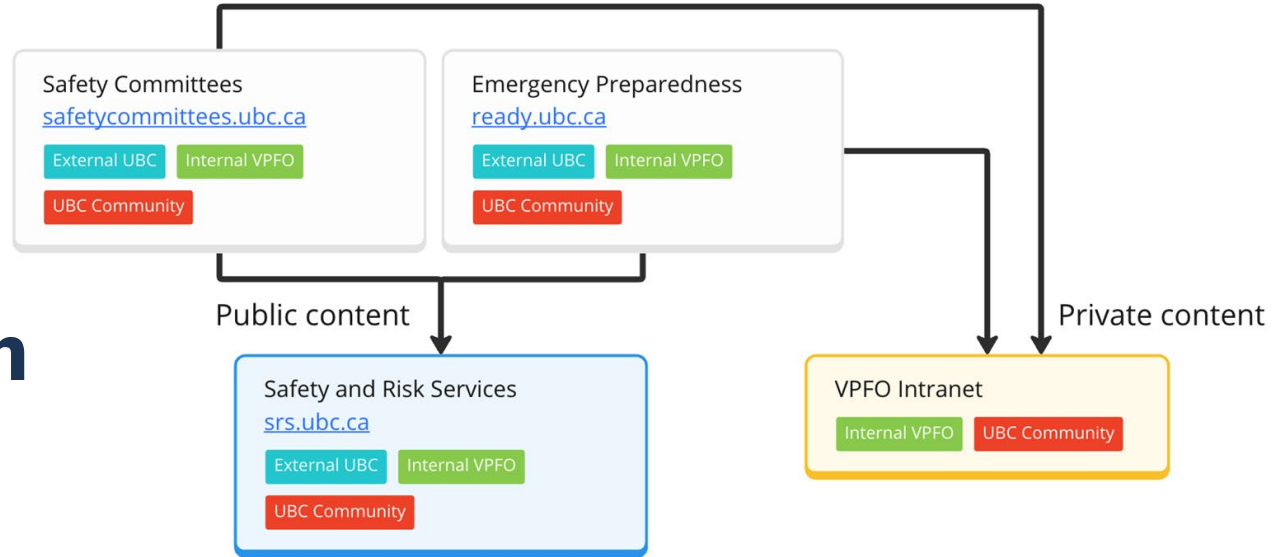
Facilities Consolidation Plan

Sunsetting Domains

Content to be absorbed into VPFO and the VPFO Intranet.

SRS Consolidation Plan

Sunsetting Domains

Content to be absorbed into VPFO and the VPFO Intranet.

Safety Committees
safetycommittees.ubc.ca
External UBC · Internal VPFO · UBC Community

Emergency Preparedness
ready.ubc.ca
External UBC · Internal VPFO · UBC Community

Public content

Private content

Safety and Risk Services
srs.ubc.ca
External UBC · Internal VPFO · UBC Community

VPFO Intranet
Internal VPFO · UBC Community

Finance Public/Internal Content Detangling

Inventory

A gated-content inventory will be prioritized to improve the structure of the public website.
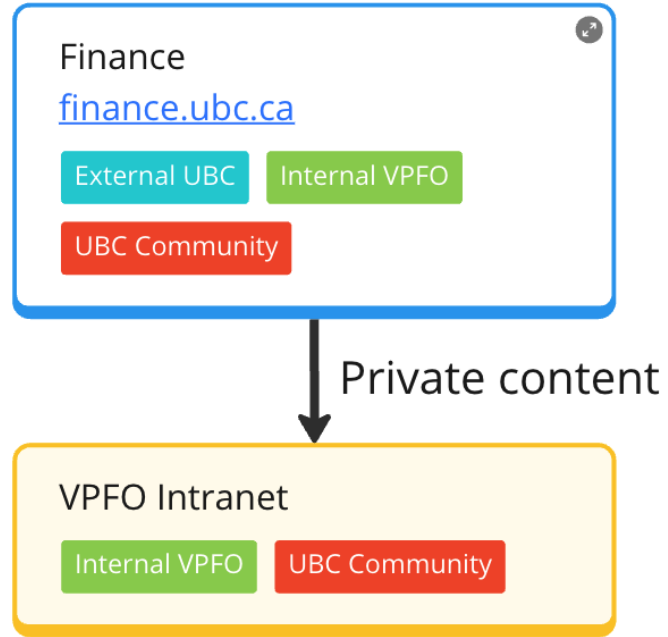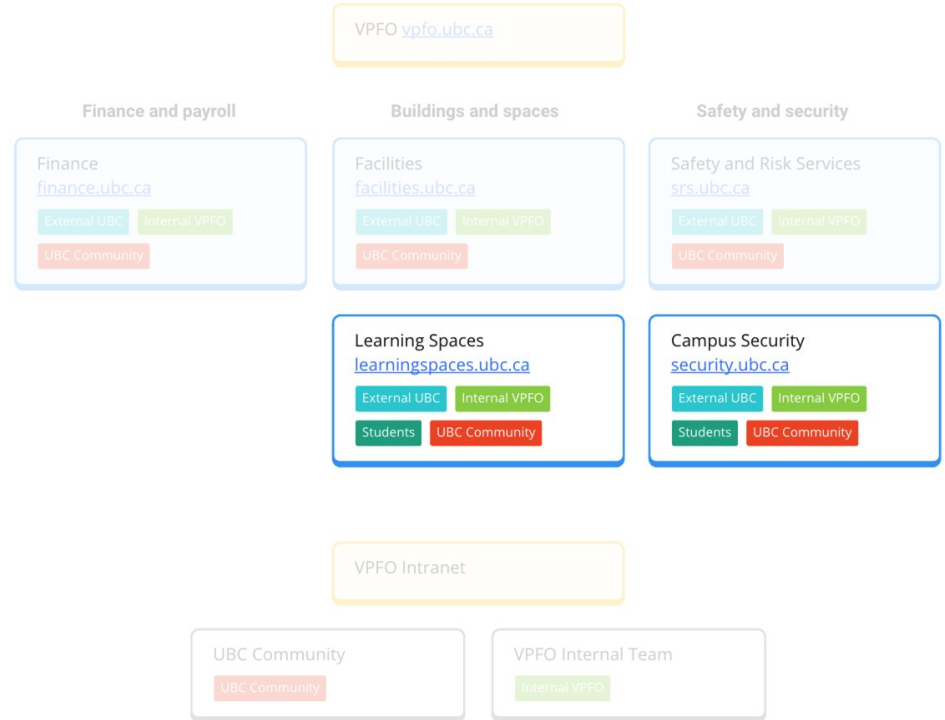
Auxiliary Websites

VPFO has related services that fall outside of the 3 main service pillar websites. These 'standalone' websites are focused tools and resources that serve the widest possible audience.

They have:

- Autonomy from the VPFO portfolio.

- A defined purpose providing unique tools, resources, or ways to engage.
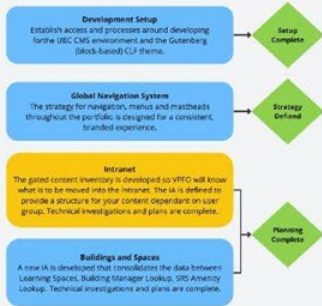
- High brand equity.

There's a lot of work ahead

High-Level Phases

This implementation plan took in several considerations including:

1. A risk-mitigated approach
2. Immediate technical needs
3. Dependencies
4. Estimated resources and time

1. Pre-Build & Planning

2. Database & Drupal Sites (Finance and LS)

3. VPFO Intranet

4. VPFO Hub Site & Campus Security

5. Facilities & SRS Sites

6. Enhancements

Involvement and Ownership

Communications and Engagement will be the primary content owners across the portfolio with varying user roles and workflow considerations for supporting content contributors.

Subject Matter Experts (SMEs) for each service pillar will be necessary to ensure project success. The level of involvement may vary due to the changes of the website. For example, with the introduction of an intranet, much of the Finance website will be stripped as the majority of the current content would be moved to the intranet.

Where you'll be needed:

- involvement during builds (consultation, content production / review).

- owning content (accuracy, quality).

- reviewing content (governance, management).

Phased Timeline

The 5 build phases are anticipated to take 2 years. Content revisions will take some time and SMEs will be engaged to help ensure content is updated and accurate. By planning and scheduling early, we hope to engage with SMEs during periods of time that work best for the groups.

Phases	Activities	Month																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
1 - Pre-Build	Development Setup																								
	Global Navigation																								
	Building and Spaces Discovery																								
	Intranet Discovery and Planning																								
2 - Building and Spaces Database, Learning Spaces, Finance	Learning Spaces Website Build									Launch															
	Learning Spaces Lookup Tool									Launch															
	Buildings and Spaces Database								Launch																
	Finance Website Build										Launch														
3 - VPFO Intranet	Intranet Build																								
4 - VPFO Website and Campus Security	Campus Security Website Build													Launch											
	SRS Amenity Tool													Launch											
	VPFO Website Build																	Launch							
5 - Facilities and SRS	Facilities Website Build																							Launch	
	Building Lookup Tool																							Launch	
	SRS Website Build																							Launch	
6 - Enhancements																									

Thank You

Questions?